NOVA SCOTIA
NOUVELLE-ÉCOSSE

Community Services
Services communautaires

2011-2012 French-language Services Plan

Message from the Deputy Minister

Bonjour!

On behalf of Nova Scotia's Department of Community Services and Housing Authorities (DCS/HA), I am pleased to present our French-language Services Plan for 2011-2012.

In collaboration with other designated public institutions, we are committed to enhancing French-language services to our Acadian and francophone community in Nova Scotia.

We are consistently increasing the amount of translated material made available to the public. Our strategic approach to French language training has led to a number of staff now better prepared to offer French services when called upon.

This year's plan will focus on making effective use of translated material and our valued staff. We will draw upon existing francophone staff as well as newly trained employees to offer French services in their programs and areas of expertise. We will make sure all translated French material is readily available and effectively distributed. Consultations are also planned with the Acadian and francophone community in order to move forward with services that address needs, truly reflective of cultural identity.

Our aim at Community Services and Housing Authorities is to make steady changes which allow the Acadian and francophone community to access our services increasingly in their own language.

Dave R. Ryan
Acting Deputy Minister

Table 1 – Progress in Reaching Goals and Objectives for 2010-2011

Progress in Reaching Goals and Objectives for 2010-2011:
(Community Services/Housing Authorities)

Progress achieved in French-language services development and delivery is presented according to the specific objectives identified in the Nova Scotia Strategic Plan for French-language Services for 2009-2013.

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2010-2011	Planned Measures – 2010-2011	Progress in Reaching Goals and Objectives for 2010-2011
Objective 1 – Framework and Policy Strengthen the policy, regulatory, and administrative framework in support of the French-language Services Act	**1.1 – Administrative and Policy Framework** The Office of Acadian Affairs and the Minister of Acadian Affairs fulfill their obligations pursuant to the French-language Services Act and Regulations.			** Applies to the Office of Acadian Affairs*
	1.2 – Institutional Responsibilities Designated public institutions better fulfill their obligations pursuant to the French-language Services Act and Regulations.	**1.2 Fulfill obligations determined in the French-language Services Act and enhance departmental capacity to deliver French- language Services**	- Support the work of the Office of Acadian Affairs and the implementation of the French-language Services Act by ensuring representation on the French-language Services Coordinating Committee and sub committees.	The Department of Community Services and Housing Authorities (DCS/HA) supported the work of the Office of Acadian Affaires as active participants on the French–language Services (FLS) Coordinating Committee. FL Coordinator attended 10 out of 10 meetings. Coordinator also served on Coordinating Committee's Human Resources (HR)/Training Sub Committee (attended 6 out of 6 meetings) and 3rd Party Service Providers Sub Committee (attended 2 out of 2 meetings).
			- Contribute to the Government's annual progress report on French-language services.	- DCS/HA contributed to N.S. Government's annual report on FLS. New reporting process now incorporates direct involvement from Managers and Directors.
			- FLS will be tracked through DCS Initiative tracking system.	All FLS activities were tracked on DCS/HA's Initiative Tracking System. Initiative objectives were outlined and results were reported on every 3 months.
			- FLS is now an integral part of on DCS WorkingWell Provincial Advisory Committee with Coordinator reports at each meeting.	-FLS is now a standing agenda item on Workplace Initiatives' Provincial Advisory Committee. WorkingWell has incorporated FLS into its own departmental protocols. Both the Waiting Area and Telephone Protocols now include a FLS component.

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2010-2011	Planned Measures – 2010-2011	Progress in Reaching Goals and Objectives for 2010-2011
Objective 2 – Enabling French-language Services Consult, plan, develop, and deliver French-language services in priority areas	**2.1 – Consultations** Designated public institutions deliver services that better respond to the priority needs of the Acadian and francophone community as identified through consultation	**2.1 Provide opportunities for Acadians and francophone community to contribute in provincial consultations**	- Work with all DCS/HA programs to establish province wide consultations to reflect French inclusion as outlined in the *Regulations.*	-Early Childhood Development Services (ECDS) utilized CSAP video conferencing system to offer province wide access to French information and consultation sessions. An Info/Consultation session on the Food and Nutrition Policy had 5 participants. A second information session, 1 month later, on the new Daycare Regulations saw numbers increase to 21 participants.
				-Notices to the public for submissions to the Minister's Advisory Committee on the Children and Family Services Act *(CFSA)* were published in French and placed in French Language newspapers.
			- Réseau Santé's community consultation report to be shared throughout our department. We will also participate in their 3 provincial forums promoting provincial FLS.	-Réseau Santé's Community Consultation report shared with Senior Management then disseminated appropriately with Managers. -Coordinator did represent DCS/HA at all 3 Réseau Santé forums in 2010-11.
	2.2 – Internal Communications Public service employees are more knowledgeable about the approach being taken by the government to provide French-language services. They are more sensitive to cultural issues pertaining to the Acadian and francophone community and more aware of the requirements to communicate in French; they promote services in French to the public.	**2.2 Increase employee awareness of French-language Services and Acadian culture and the francophone community**	- Promote *Bonjour!* Program within our organization through Senior Management and Regional Management team presentations.	- *Bonjour! Active offer* program promoted at Senior Management meetings, Workplace Initiatives' Provincial Advisory Committee meetings and during National Acadian Day celebrations. Promotion is also done through our DCS/HA intranet site.
			- DCS Intranet site shall devote a section entirely to FLS.	-DCS/HA intranet site contains FLS Plan, FL Training information, professional development material ie; *Acadie at a Glance* and Mot du jour. It now also includes links to other government and community French language Services.
			- Promote and track DCS participation of *Acadie at a Glance* workshops.	-33 DCS/HA staff attended Office of Acadian Affairs' *Acadie at a Glance* workshop this past year.
			- Compare departmental 2010 WorkingWell survey with 2008, measuring staff awareness of FLS. Also add new baseline questions on FL training and translation.	-The 2010 DCS/HA WorkingWell survey included questions on staff knowledge and relevance of French-language Services. 3 new FLS baseline questions were added to the 2010 survey.
			- Expand National Acadian celebrations to all DCS/HA located in areas with high francophone concentration.	-National Acadian Day was celebrated in 8 DCS/HA offices throughout NS with a combined 250 participants- up 39% from previous year.

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	2.3 – Communications with the Public Key stakeholders and the community better understand the approach being taken by the government to provide French-language services and they are more aware of the programs and services available to them.	**2.3 Increase public awareness of the approach by government to provide French-language Services**	- In addition to a 10% increase in total words translated, DCS will see a 20% rise in documents translated and 25% augmentation in programs using the system.	-DCS/HA translations totalled 86,000 words this past year- up 35% from 2009-10. We also experienced an increase in number of documents translated as well as a 50% increase in programs utilizing translation services.
				-Foster Care Recruitment poster & brochure were translated and printed in French.
				-Translation of Child and Youth Strategy- Annual progress report.
				-Translation of Day Care Regulations.
				-Translation of memo and poster for the Celebration of National Child Day.
				-Translation of Youth Inclusion Resources Material.
			- Assure DCS participation at francophone stakeholders' forums and AGM's, ie; FANE, FPANE, CPRPS.	-DCS/HA were represented at FANE, Réseau Santé and Regroupement des aînés de la Nouvelle-Écosse AGMs.
	2.4 – Service Delivery Services in French considered as priorities are identified, strategies or approaches for service delivery are implemented, and services are offered.	**2.4 Prioritization of French language Services and strategies for service delivery**	- Develop and launch francophone staff directory and protocol.	-Developed and utilized francophone staff database of employees capable of offering services to the Acadian and francophone community as 1st phase of directory.
			- Assign DCS francophone representation to Réseau de développement économique et employabilité Nouvelle Écosse.	-Employment Support Caseworker was assigned to represent DCS/HA on Réseau de développement économique et employabilité Nouvelle-Écosse.
			- Ensure collaboration and representation to Conseil jeunesse provincial to enhance youth engagement in the community.	-2 meetings held between Youth Secretariat and Conseil jeunesse provincial to enhance partnership
	2.5 – Human Resources The capacity of the Public Service to provide services in French has increased.	**2.5 Coordinated approach to deal with human resources issues related to the delivery of French-language Services**	- Update departmental FL Training protocol focusing on increased service delivery. DCS/HA will see 25 staff moving from beginner to intermediate level competency.	-FL Training target exceeded with 49 employees advancing to higher levels of training.
			- Develop, promote and track all FL professional development opportunities to assist staff develop and maintain their French language skills through coordination of FL Training, *Acadie at a Glance* and FLS Intranet site.	-DCS/HA utilized 184 FL Training seats - 103 Beginner, 62 Intermediate and 19 Advanced.
				- 33 DCS/HA staff participated in Acadie at a Glance workshops throughout the province.

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2010-2011	Planned Measures – 2010-2011	Progress in Reaching Goals and Objectives for 2010-2011
			- DCS will participate in the development of FL/HR Guidelines through FL Coordinating HR/Training sub Committee.	- FLS Coordinator participated on FL Coordinating HR/Training sub Committee in the development of HR Guidelines. Draft HR guidelines completed; working with HR to determine next steps.
Objective 3 – Community Development and Capacity-Building Support the Acadian and francophone community in its long-term development and sustainability	**3.1 – Preservation and Growth of the Community** Government has helped Acadian and francophone community organizations realize objectives expressed in the community's Comprehensive Development Plan 2009-2014.	**3.1 Support community initiatives that address the needs of the Acadian and francophone community**	- Our Early Learning and Child Care (ELCC) Plan offers support to the Acadian and francophone communities through Expansion and Replacement Loans, Operating Grants, Child Care Subsidy Program, Program Enhancement Grants and Repair and Renovation Loans. Website information will be translated and promoted throughout stakeholders' network.	- Thanks to the *Canada-Nova Scotia Agreement on French-language Services;* DCS, in partnership with the Office of Acadian Affairs, translated the new *Day Care Regulations* and the accompanying five sets of Standards. This has greatly impacted Early Childhood Development Services' ability to expand services offered to the Acadian and francophone community.
				-The agreement also helped fund the Child Care Connections NS Conference. Allowed for translation of workshop sessions and translation of conference website.
				-Family and Community Supports provided funding to the Family Resource Centre, *la Pirouette*, to provide services to the Acadian and Francophone communities in the Argyle/Clare areas. That program also provided funding to the Family Resource Centre in Sydney, *Family Place*, to provide services to Acadian and Francophone communities in Cape Breton.
				-Francophone parents involved in child protection proceedings, are provided with interpreters and French documentation, as required.
			- Youth Secretariat will continue its translation of documents, brochures and web information. Will also meet twice a year and collaborate with the Conseil jeunesse provincial to enhance Youth engagement in the Acadian and francophone community.	**Youth Secretariat and Child and Youth Strategy projects:** -Youth Engagement Video - French language content included in video. -Youth Provincial Symposium Final Report was made available in French. -Supported a grant application from the Conseil jeunesse provincial de la Nouvelle-Écosse (CJPNE) called "Tissons les liens!" which assisted CJPNE improve its capacity to engage young Acadians as leaders. -Youth Secretariat Website (which is part of the Child and Youth Strategy) includes French links. -Youth Engagement Grant Program application forms have been made available in French. -Youth Annual Report Publication has been made available in French.
			- Support Early Intervention programs in Clare and develop access to service in the Argyle municipality.	-Early Years Screening Clinic held in French by la Pirouette at Clare Family Resource Centre and the Par-en-Bas satellite site for children entering CSAP schools - a total of 81 preschoolers plus parents attended 3 sessions.

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			- Early Childhood Education Assistance and Continuing Education Programs supports Recruitment and Retention Strategy aimed at increasing the number of trained staff in francophone Early Childcare Centres.	-In discussion with Université Sainte-Anne, work is continuing on the development of an online Early Childcare Education diploma program.
				-Supported professional development and provided resources to our Francophone early childhood regulated programs through CPRPS.
			- Support Tri-County Women's Centre deliver *Voices: A Program of Self-Discovery and Empowerment* for girls 13-16 in two Acadian communities.	- Funded Tri-County Women's Centre for delivery of *Voices: A Program of Self-Discovery and Empowerment* for girls 13-16 in two Acadian communities.

Table 2 – Goals, Objectives, and Measures for 2011-2012

Goals, Objectives, and Measures for 2011-2012:
(Community Services/Housing Authorities)

Goals, objectives, and measures for French-language services development and delivery are presented according to the specific objectives identified in the Nova Scotia Strategic Plan for French-language Services for 2009-2013.

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2011-2012	Planned Measures – 2011-2012
Objective 1 – Framework and Policy Strengthen the policy, regulatory, and administrative framework in support of the French-language Services Act	**1.1 – *Administrative and* Policy Framework** *The Office of Acadian Affairs and the Minister of Acadian Affairs fulfill their obligations pursuant to the French-language Services Act and Regulations.*	**- Applies to the Office of Acadian Affairs*	**- Applies to the Office of Acadian Affairs*
	1.2 – Institutional *Responsibilities* *Designated public institutions better fulfill their obligations pursuant to the French-language Services Act and Regulations.*	**1.2 Fulfill obligations determined in the French-*language Services Act* and enhance departmental *capacity to deliver French- language Services.***	- Support the work of the Office of Acadian Affairs and the implementation of the French-language Services Act by ensuring representation on the French-language Services Coordinating Committee and sub committees.
			-Our own organization's French language Training and Translation Protocols will be revised, distributed and posted on DCS/HA intranet site.
			-FLS Coordinator will continue to serve on interdepartmental FLS Coordinating Sub Committees as needed. Will assist in development of FL Training evaluation.
			-FLS Coordinator will continue to serve on Réseau Santé in partnership with OAA and Department of Health and Wellness.
Objective 2 – Enabling French-language Services Consult, plan, develop, and deliver French-language services in priority areas	***2.1 – Consultations*** Designated public institutions deliver services *that better respond to the* priority needs of the Acadian and francophone community as identified *through consultation.*	***2.1 Provide opportunities for Acadians and* francophone community to contribute in provincial consultations.**	*-Child Welfare will conduct a survey of all children in care. It will* identify French speaking children in care which will assist with developing permanency plans.
			-Presentations and training on Child Abuse Protocol will be offered in French.
			-ECDS will support Child Care Connections NS Conference ensuring sessions are held in French.
			-ECDS will conduct information sessions on the Food and *Nutrition Standards and Guidelines in French.*
			-Child & Youth Strategy will focus on increased Acadian and francophone participation at the Provincial Youth Summit to be held in Fall 2011

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	2.2 – Internal Communications Public service employees are more knowledgeable about the approach being taken by the government to provide French-language services. They are more sensitive to cultural issues pertaining to the Acadian and francophone community and more aware of the requirements to communicate in French; they promote services in French to the public.	**2.2 Increase employee awareness of French-language Services and Acadian culture and the francophone community.**	-Revise, distribute and post FL Communication Protocol. -Expand National Acadian Day celebrations to all DCS/HA located in areas with high francophone concentration. -Revise FL Training and Translation Protocols and post on DCS/HA Intranet site. Will promote and track DCS/HA participation in FL Training, French Lunch and Learns & A*cadie at a Glance* workshops.
	2.3 – Communications with the Public Key stakeholders and the community better understand the approach being taken by the government to provide French-language services and they are more aware of the programs and services available to them.	**2.3 Increase public awareness of the approach by government to provide French-language Services.**	-Child Welfare will develop Parent Education Guide for families involved in Child Protection Court Procedures. This will be made available in French. -C&Y Strategy's Annual Report Publication will be translated into French. **Early Childhood Development program initiatives:** -Translation of documents pertaining to the tools resources for the Food and Nutrition Standards. -Translation of Orientation for Child Care Staff Working in Licensed Facilities. -Translation of revised Child Abuse Protocol. -Translation of information pertaining to "Policy Document: A Guide for Regulated Child Care Settings" (sample policies for child care programs). -The Early Childhood Development Progress Report and Child Well Being Report Summary will be translated and made available in French.

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	2.4 – Service Delivery Services in French considered as priorities are identified, strategies or approaches for service delivery are implemented, and services are offered.	**2.4 Prioritization of French language Services and strategies for service delivery.**	-DCS/HA will realize a 10% increase in translations. In addition to total words, there will be an increase in the number of programs participating and the number documents.
			-Building on the new translated Day Care Regulations and Standards, plans are underway for translation of; -The Regulations and Standards Manual; Sample Policy Manual Guidelines -The Tools and Resource Manual for Food and Nutrition.
			- Acadian and francophone Early Child Care Centres, Family Home Day care providers and Agencies and Early Childhood Education program will have access to training opportunities and tools in French.
			-Adoption recruitment and other promotional tools will be translated into French
	2.5 – Human Resources The capacity of the Public Service to provide services in French has increased.	**2.5 Coordinated approach to deal with human resources issues related to the delivery of French-language Services.**	-The new French-language Services Human Resources Guidelines will to be presented to DCS/HA's Human Resources and disseminated throughout our department and agencies for implementation.
			-Revised DCS/HA French language Training Protocol will be sent to all Managers and posted on DCS/HA Intranet site.
			-FLS directory and database will help identify gaps in French services within DCS/HA and help connect FL Training to organizational needs.
Objective 3 – Community Development and Capacity-Building Support the Acadian and francophone community in its long-term development and sustainability	**3.1 – Preservation and Growth of the Community** Government has helped Acadian and francophone community organizations realize objectives expressed in the community's Comprehensive Development Plan 2009-2014.	**3.1 Support community initiatives that address the needs of the Acadian and francophone community.**	- ECDS will provide Early Childhood educators and parents opportunities to participate in information sessions in French ie; Food and Nutrition Standards and Guidelines.
			- Acadian and francophone Early Child Care Centres, Family Home Day care providers and Agencies and Early Childhood Education program will have access to training opportunities and tools in French. ie; Child Abuse Protocol training.
			Family and Community Support Staff will meet with the newly formed francophone Early Childhood Network to identify common goals opportunities for partnering.